

**FAS Operational Run Book**

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REVISION HISTORY

| Version | Revision Description | Responsible | Date |
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# 1.0 Identification

Fas runs on multiple application servers. When you go through the Load Balancer (F5), you won’t know which server you are going to be redirected to.

* To see which server, go to the home page <https://fas.tsa.dhs.gov>
* At the bottom of the Security Warning page, there is hidden text (text writing the same color as the background).
* Highlight this area to see the text. It should be something like:
  + 005 or 006
* This identifies the last few digits of the hostname.

# 2.0 Testing individual fas app servers

To debug if one or both app servers are actually functioning, you can bypass the load balancer and hit each FAS app server directly by pointing browser to <http://x.x.x.x:8080> (where x.x.x.x is the actual IP of the app server).

# 3.0 Server log files

/u01/app/fas/NX-jboss71/standalone/log/server.log

# 4.0 stopping/starting fas

FAS is a service controlled by the init.d script named “fas”

/etc/init.d/fas stop

/etc/init.d/fas start

aliases were also created on the “ofasapp” account to control these services:

* fasstart
* fasstop
* fasstart

from the solaris command line, type “alias” to list the set of aliased defined.

# 5.0 common/possible issues

## 5.1 Oracle connection lost

If there are network issues, it is possible for JBoss to lose connection to the Oracle server. In most cases, these connections will be dropped and new ones created automatically. However, there are some circumstances where this auto-reconnection will not occur.

In these cases, restarting JBoss after the network/oracle issues has been resolved will reset these connections.

## 5.2 Oracle password expired

In case the “FDAPP” oracle account password expires or needs to be changed, the encrypted password in JBoss will have to be updated. To do that:

Log onto each of the FAS application servers

Cd /u01/app/fas/NX-jboss71/bin

./password\_tool.sh <new FDAPP Password>

(An example of an output is):

Encoded password: -63b96b0e75e8ca1

Copy the encoded password (including the negative sign if one exists)

Paste this encoded password in the file

/u01/app/fas/NX-jboss71/standalone/configuration/standalone.xml

Search for the Oracle schema username (i.e. fdapp)

Below this line is the xml element

<module-option name=”password” value=”xxxx”>

Replace the value (in this case xxx with the new password)

Save file and restart JBoss